Client docket: AWS 894.US Attorney docket: FSP0044

ABSTRACT

A communication arrangement includes a Short Message Service

Center (SMS-SC), a permissions facility (such as a customer care facility) to
associate permissions and service requests, and a network element
configured to receive a Short Message Service message via the SMS-SC.

The network element extracts a device identifier from the message, applies
the device identifier to locate device status information, and interacts with the
facility to determine permissions to apply to service requests originating from
the device.